

POSITION DESCRIPTION

OSER-DMRS-11 (Rev. 02-00)
State of Wisconsin
Office of State Employment Relations

1. Position No. 003987		2. Cert / Reclass Request No. 2010-0399	3. Agency No. 445
4. NAME OF EMPLOYEE		5. DEPARTMENT, UNIT, WORK ADDRESS Department of Workforce Development Unemployment Insurance Division Benefit Operations Bureau, GEF-1 Non-Automated Claims 201 E Washington Ave, B403, Madison, WI 53702	
6. CLASSIFICATION TITLE OF POSITION Unemployment Compensation Associate 3		8. NAME AND CLASS OF FORMER INCUMBENT Linda E Hendrickson, UCA-3 Leadworker	
7. CLASS TITLE OPTION (to be filled out by Personnel Office)		10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES	
9. AGENCY WORKING TITLE OF POSITION UCA - 3 Leadworker		12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?	
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR		13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? If YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM (DER-DCC-84). Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	

14. POSITION SUMMARY - PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

See Attached PD

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (Please see sample format and instructions on Page 3.)

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %

GOALS AND WORKER ACTIVITIES

(Continue on attached sheets)

See Attached PD

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION (See Instructions on Page 2)

- The supervision, direction, and review given to the work of this position is ☐ close ☐ limited ☒ general.
- The statements and time estimates above and on attachments accurately describe the work assigned to the position. (Please initial and date attachments.)

Signature of first-line supervisor

Linda E Hendrickson

Date 2-8-10

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.
(Please initial and date attachments.)

Signature of employee

Date

18. Signature of Personnel Manager

Date

DISTRIBUTE COPIES OF SIGNED FORM TO:

☐ P-FILE

☐ OFFICE OF STATE EMPLOYMENT RELATIONS

☐ EMPLOYEE

☐ DEPARTMENT FILE

☐ CERT REQUEST COPY

POSITION SUMMARY

Under the general direction of the NonAutomated Claims Section Chief, this position is responsible for the leadworker responsibilities of the section. Coordinate workflow and assign production tasks according to section priorities and objectives. Monitor output for conformity to state and federal UI law, policy, standards and objectives. Train new staff and update existing staff on new procedures and policies. Responsible for independently exercising judgment and decision-making for analyzing, computing and implementing Unemployment Insurance claim modifications of the most complex nature as a result of a Recomputation, Call Center Initial Determinations (LIDS), Appeal Tribunal Decisions (ATD's), Labor Industry Review Commission Decision (LIRC) and Judicial Orders. Determine claimant monetary eligibility; prepare and issue initial determinations, redeterminations, and amended determinations. All state and federal UI programs including Combined Wage Claims, TRA, and NAFTA. Determine adjustments to claimant's benefit entitlement and employer account charging. Communicate clarification of internal technical procedures to Agency staff including the Call Centers, Tax and Accounting, Legal Affairs and Benefits' staff.

TIME % GOALS AND WORKER ACTIVITIES

- 55% A. PROVISION OF LEADERSHIP AND COORDINATION OF UNIT WORK
- A1. Prepare and conduct training for new staff. Continually update existing staff and train on law, policy and procedures.
 - A2. Schedule and assign work to staff to ensure efficient and effective completion of work assignments.
 - A3. Participate with the section chief in establishing unit and individual performance standards and priorities to maintain workflow within the section.
 - A4. Assist staff with analysis and implementation of the more difficult cases and transactions.
 - A5. Monitor and evaluate performance of staff, identify and communicate work processing problems, and suggest corrective action plans to the section chief.
 - A6. Participate in the selection, retention, evaluation and classification of assigned staff in order to accomplish objectives.
- 15% B. AUTHORIZATION OF COMPLEX MONETARY COMPUTATIONS, SUCH AS SCHOOL YEAR EMPLOYMENT, INCLUDING PRORATED CLAIMS, FEDERAL CIVILIAN SERVICE, TRA, FEDERAL MILITARY SERVICE, EXTENDED UNEMPLOYMENT INSURANCE (EUC), WISCONSIN SUPPLEMENTAL BENEFITS (WSB), COMBINED WAGE CLAIMS (CWC), DISASTER UNEMPLOYMENT ASSISTANCE (DUA)
- B1. Identify incomplete wage record data.
 - B2. Determine reasonability of base period data.
 - B3. Initiate remedial/corrective/verification action.
 - B4. Recomputation of the Federal programs required as a result of new information or an Initial Determination, Appeal Decision, LIRC Decision or Court Decision.
 - B5. Calculate new weekly rate or benefit entitlement.

- B6. Determine adjustments to prior payments and/or remaining benefit entitlement.
- B7. Identify, calculate and authorize transfer of charges between UI fund sub-accounts.
- B8. Authorize supplemental benefit payments.
- B9. Issue recomputation document

10%

C. PARTICIPATE IN THE UPDATING OF COMPUTER PROGRAMS TO ASSURE SYSTEM ACCURACY BASED ON NEW/REVISED UI LAWS AND STATE AND FEDERAL MANDATES

- C1. Assist with system testing relating to changes, enhancements and updates in the UI law and mandates to determine accurate programming enhancements.
- C2. Analyze actual production output for format and program errors.
- C3. Advise management/system analyst of any system errors found in modifying system.

5%

D. AMEND EXISTING MONETARY COMPUTATIONS, CONSIDERING MANY DIVERSE FACTORS

- D1. Analyze effect of Unemployment Insurance claims as a result of amended employer information or initial determination to assure correct benefit payments, benefit years and charging of unemployment benefits.
- D2. Advise originating components of procedural errors or inadequacies and obtain any additional information necessary to complete the amending process.
- D3. Recompute claimant's UI benefit entitlement and employer's account liability for individual claims based on current or past UI law and applied to relevant facts.
- D4. Prepare and enter through direct data entry, adjustments to the claimant's payment record and wage record file. Review the resulting computer actions for accuracy in the record adjustments.
- D5. Analyze initial determinations; i.e., suspensions, reductions, employer cancellations, noncharging of benefits, changed employers, for impact on individual claimant payment record.
- D6. Issue initial determination to claimants and affected employers, of overpayment/underpayments resulting from amended benefit computations, set aside claims and federal programs.
- D7. Issue amended benefit computations to claimants and employers to advise interested parties of the claimant's correct eligibility entitlement.
- D8. Communicate with appropriate department staff to obtain additional information relative to an unemployment claim.
- D9. Provide department staff with clarification of internal technical procedures to resolve problems affecting payment of an unemployment insurance claim.
- D10. Respond to Call Center, Adjudication Center, Legal Affairs, and Tax and Accounting inquiries regarding nonpaying claims that require immediate problem identification and resolution.

- D11. Authorize transfers of benefit amounts, employer charges, and perform other offset actions as applicable to correct benefit payments and charges.
- D12. Force pay UI benefit checks in accordance with amended computations to provide claimants with the proper payments.
- D13. Analyze incoming recomputations and determinations to determine priority of implementation.

5%

E. REVIEW AND ADJUST CLAIMANT/EMPLOYER PAYMENT RECORDS IN ACCORDANCE WITH NONMONETARY DETERMINATIONS

- E1. Analyze determinations for completeness and accuracy of content necessary for implementation of effect.
- E2. Review incoming correspondence to determine priority and type of action required.
- E3. Respond to Call Center, Adjudication Center, Legal Affairs, and Tax and Accounting inquiries regarding non-paying claims that require immediate problem identification and resolution.

5%

F. CALCULATE CLAIMANT OVERPAYMENT/UNDERPAYMENT AND DETERMINE APPROPRIATE EMPLOYER TO BE CHARGED

- F1. Review and recalculate the initial overpayment decision to assure claimant benefit entitlement and employer charges have been accurately assessed.
- F2. Calculate and authorize transfer of benefit amounts, employer charges, and perform other offset actions as applicable to correct benefit payments and charges (using force pay register or computer transaction).
- F3. Communicate via phone and/or memo with Call Center, Adjudication Center, and Hearing Office staff on exceptional technical procedure necessary for the most complex case situation.

2.5%

G. REVIEW AND IMPLEMENT APPEAL TRIBUNAL, LABOR AND INDUSTRY REVIEW COMMISSION, CIRCUIT COURT, APPEALS COURTS, AND SUPREME COURT DECISIONS

- G1. Analyze higher authority decisions to determine priority of implementation.
- G2. Initiate and enter "Special Holds" on claims to prevent erroneous payments.
 - a. Take, via phone or memo, a higher authority decision reversing and denying claimant benefits and place a "stop pay" on the claim.
 - b. Explain, via phone, to the Administrative Law Judge (ALJ) information relating to overpayments, forfeitures, amend or set-aside of benefit year(s) and/or other technical procedural clarifications resulting from his/her decision so past claim activity can accurately be reflected in the final decision, if appropriate.
- G3. Inform the Hearing Office of discrepancies between the Initial Determination and actual claimant benefits already paid prior to holding a hearing.
- G4. Notify the Hearing Office or Labor and Industry Review Commission of technical or clerical mistakes identified on the decision.

- G5. Review in depth the entire claimant payment record affected by the most recent applicable legal decision.
- G6. Review and update, any incomplete or incorrect records established prior to the higher authority decision.
- G7. Determine the effect of decisions; i.e., suspension, reductions, employer cancellations, noncharging of benefits, resequencing of employers, for impact on individual claimant payment record.
- G8. Prepare and enter through direct data entry adjustments to the claimant payment record and review the resulting computer actions for accuracy in the record adjustment.
- G9. Implement the higher authority decision and modify the unemployment claim to conform to the legal findings.

2.5%

H. CORRECT CLAIMANT SOCIAL SECURITY NUMBERS USED TO IDENTIFY UNEMPLOYMENT INSURANCE PAYMENTS TO ASSURE ACCURATE PAYMENTS AND CHARGES

- H1. Analyze incoming social security number changes to determine priority of implementation.
- H2. Initiate and enter "special holds" on claims to prevent erroneous payments.
- H3. Analyze effect of unemployment insurance claims as a result of incorrect/dual social security number to assure correct benefit payments, benefit years and charges of unemployment taxes.
- H4. Advise originating components of inadequacies and obtain any additional information necessary to complete the social security number correction.
- H5. Determine which record is to be used when duplicate/overlapping records have been created. Remove inappropriate records from the active files and rebuild the accurate record under the correct social security number. Access social security file (DSS2).
- H6. Complete payment verification through General Accounting to verify all monies paid to a claimant were transferred to the correct social security number.
- H7. Compare tax records with claimant records to identify any discrepancies. Correct or refer as appropriate.

REQUIRED SKILLS, KNOWLEDGES, AND ABILITIES

Advanced knowledge of state (Chapter 108) and federal (FUTA, CFR) Unemployment Insurance Law, department UI policy and procedure and the benefit processing system. In-depth knowledge of amends/overpayment process and disputed claims coding and entry related to the system.

Excellent mathematical skills; effective written/oral communications and organizational skills.

Ability to work with detail, meet schedules and deadlines and work with people.

Ability to lead and train staff and delegate and assign priorities.